

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/01/2007</b>
SUBJECT: General Administration	SECTION: GA 1.5

SUBTITLE: How Information is Disseminated Through the CRSA and CRS Regional Contractor websites and the CRSA Website.
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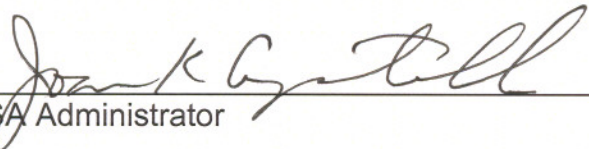

## POLICY:

It is the policy that CRSA will ensure current and accurate information is available to enrollees through the CRS Regional Contractor websites and the CRSA website.

## PROCEDURES:

- 1) CRSA Website Responsibilities:
  - a) CRSA shall create and maintain a website to provide important information to enrollees, CRS Regional Contractors and providers. The content is to include, at a minimum:
    - i. CRSA Policy Manual;
    - ii. CRS Handbook;
    - iii. CRS Application;
    - iv. Links to the CRS Regional Contractor websites;
    - v. Notification of enrollee rights to obtain updated CRS Handbook annually;
    - vi. Notification of enrollee right to receive information in alternative formats upon request;
    - vii. Links to resources for families; and
    - viii. How to report fraud or abuse.
  - b) CRSA shall, as policy or member services information is updated and approved, submit changes to the CRSA Web Manager for prompt posting to the OCSHCN website located at: <http://www.azdhs.gov/phs/ocshcn>.
- 2) Alternative Format Content:
  - a) CRSA is required to make documents available in alternative formats upon request for individuals with disabilities.
  - b) The following statement is required on documents:  
*"This publication is available in alternative format upon request. Please contact CRSA at telephone number (602) 542-1860."*
  - c) When a request for a document in alternative format is received CRSA is required to ask what type of format is needed.
    - i. If large print is requested:

- 1) Ask what point size is necessary; if the request is for a font point size larger than 18 pt., discuss the availability of computer disk.
  - 2) If computer disk is requested, indicate that the document can be provided in text-only, PDF, or MSWord format.
- 3) Website Monitoring and Evaluation:
- a) CRSA will monitor both the CRS Regional Contractors and the CRSA websites on a quarterly basis (March, June, September, and December) to assess contract requirements, accuracy, and accessibility.
  - b) Monitoring will be conducted by a team composed of CRSA, a CRS parent or youth, and a community provider, using a standard website Monitoring Tool.
  - c) Data collected from the quarterly website monitoring will be used to track findings for analysis and reporting. Feedback will be provided to the CRSA Executive Committee and the CRS Regional Contractors.

Approved:	Date:
 _____ CRSA Administrator	<u>2/23/07</u>
 _____ CRSA Medical Director	<u>2/22/07</u>
The Primary Position of Responsibility for this policy is the Office for Children with Special Health Care Needs. Users are encouraged to suggest improvements regarding this policy and procedure.	